



OREGON
LONG-TERM CARE
OMBUDSMAN

LONG-TERM CARE OMBUDSMAN

Providing a voice for vulnerable adults who might otherwise go unheard.

What does the long-term care Ombudsman program do?



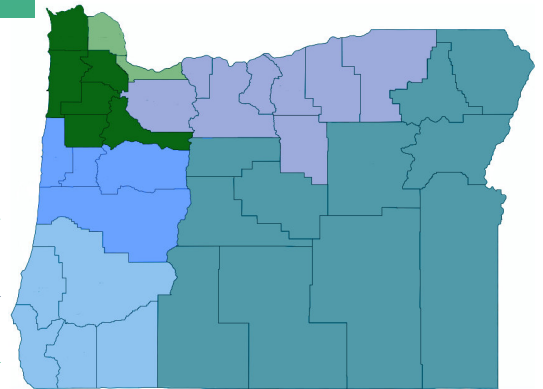
The mission of Oregon's Long-Term Care Ombudsman Program is to protect individual rights, enhance quality of life, improve care, and promote dignity of residents living in Oregon's licensed long-term care facilities. Program staff work with a statewide network of 160 - 200 volunteers annually who work in their own communities to achieve this mission.

For more information, visit www.oltco.org or facebook.com/OregonLTCOmbudsman

The Ombudsman Program by the Numbers

In Oregon:

- Statewide coverage provided via 6 districts;
- 45,000 Oregonians live in long-term care facilities;
- 170 - 200 trained volunteers investigate and resolve complaints.



Program Successes in 2018:

Delivered
14,367
visits to residents living in
long-term care facilities



Resolved
4,813
resident complaints to
satisfaction.



Participated in
610
long-term care facility
family council meetings.



Volunteers gave
26,122
volunteer hours.

Resolved
88%
of complaints to resident
satisfaction.



Provided long-term care
education and information to
1,731
individuals.



Volunteers visit their assigned facilities weekly, making them the most consistent and frequent State presence in a long-term care facility and uniquely able to identify potential issues involving resident safety, service quality, protection of rights and environmental factors.

The **three** most frequent complaints handled by ombudsmen were:

- 1 Improper eviction or inadequate discharge;
- 2 Administration and organization of medications; and
- 3 Quality, quantity, variation, and choice of food.



One staff Deputy supports 35 volunteers



35 Volunteers

- ❖ Regular visits to 80 facilities and 4,812 residents.
- ❖ 6,230 donated hours of service.



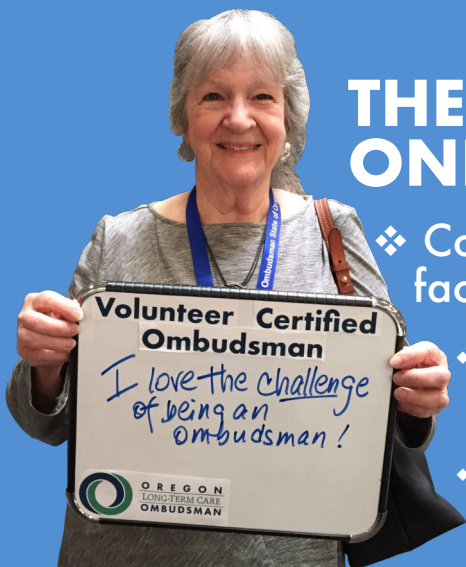
- ❖ Approximately 175 volunteers in 2018.

- ❖ Volunteer hours equivalent to 28 FTE.

- ❖ Annual savings to the State of \$1.6 million in wages, OPE, and services and supplies.

THE IMPACT OF ONE VOLUNTEER:

- ❖ Completed 77 visits to facilities.
- ❖ Advocated for an average of 134 residents.
- ❖ Volunteered 168 hours.



"It is very rewarding to help solve problems for residents who don't know where to turn for help."

15 year volunteer

The statistics in this graphic are based on FY 2017-2018.